

05/30/01
10860 U.S. PTO

Attorney Docket No: SIEB017/01US

PATENT

Box Patent Application
Commissioner for Patents
Washington, D.C. 20231

UTILITY PATENT APPLICATION TRANSMITTAL

Transmitted herewith for filing is a U.S. Non-Provisional Utility Patent Application entitled:

SMART SCRIPTING CALL CENTERS

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09/866878
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including:

- ☒ (44) pages of description (before the claims);
- ☒ (4) pages of claims ((22) total claims; (2) independent claims);
- ☒ One (1) Sheet of Abstract;
- ☒ (10) sheets of formal drawings including Figures 1-10; and
- ☒ Preliminary Amendment.

- ☒ This application is being filed without a filing fee. Issuance of a Notice to File Missing Parts of Application is respectfully requested.

Please direct all correspondence concerning this application to:

COOLEY GODWARD LLP
ATTN: Patent Group
One Freedom Square
Reston Town Center
11951 Freedom Drive
Reston, VA 20190-5601
Tel: (703) 456-8000
Fax: (703) 456-8100

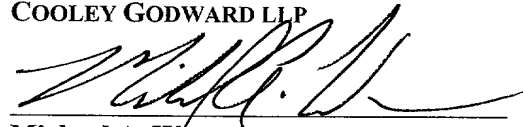
CUSTOMER NUMBER: **022903**

Dated: **May 30, 2001**

Cooley Godward LLP
ATTN: Patent Group
One Freedom Square
Reston Town Center
11951 Freedom Drive
Reston, VA 20190-5601
Tel: (703) 456-8000
Fax: (703) 456-8100

Respectfully submitted,
COOLEY GODWARD LLP

By:


Michael A. Wrenn
Reg. No. 42,237